

1. The first step is to identify the problem or goal. This involves understanding the current situation, identifying the problem, and setting a clear goal.

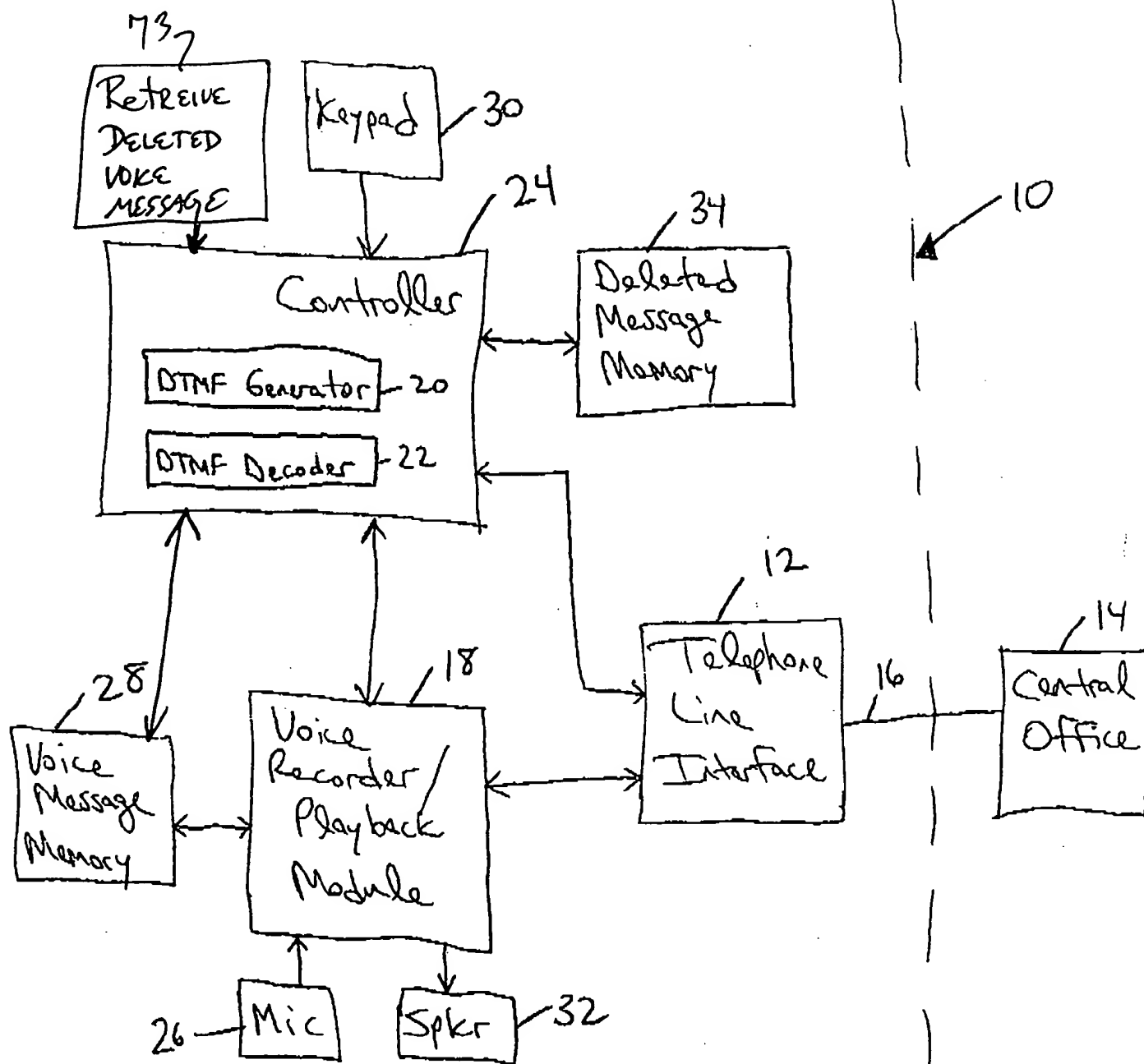


FIG. 1

START

CALLER CALLS + LEAVES
MESSAGE ON TELEPHONE
ANSWERING DEVICE

202

MESSAGE RETRIEVED
BY USER

204

USER LISTENS TO
MESSAGE

206

DOES
USER WISH
TO DELETE
MESSAGE?

208

NO

YES

USER DELETES
MESSAGE

210

DOES
USER WISH
TO RETRIEVE
DELETED
MESSAGE?

212

NO

YES

USER RETRIEVES DELETED
MESSAGE FROM DELETED
MESSAGE MEMORY

214

EXIT

FIG. 2

00296538-042299

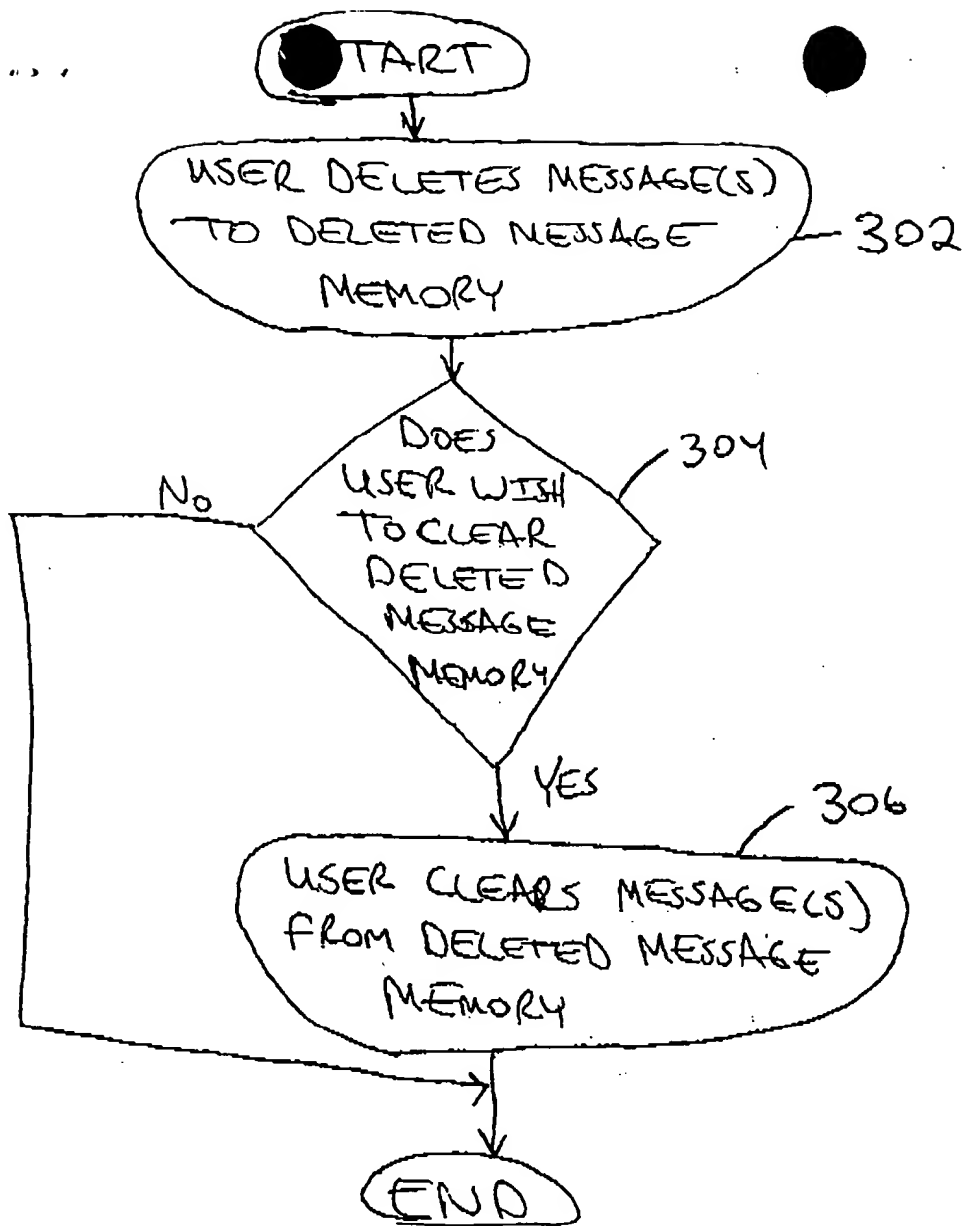


FIG. 3

00206538 042299

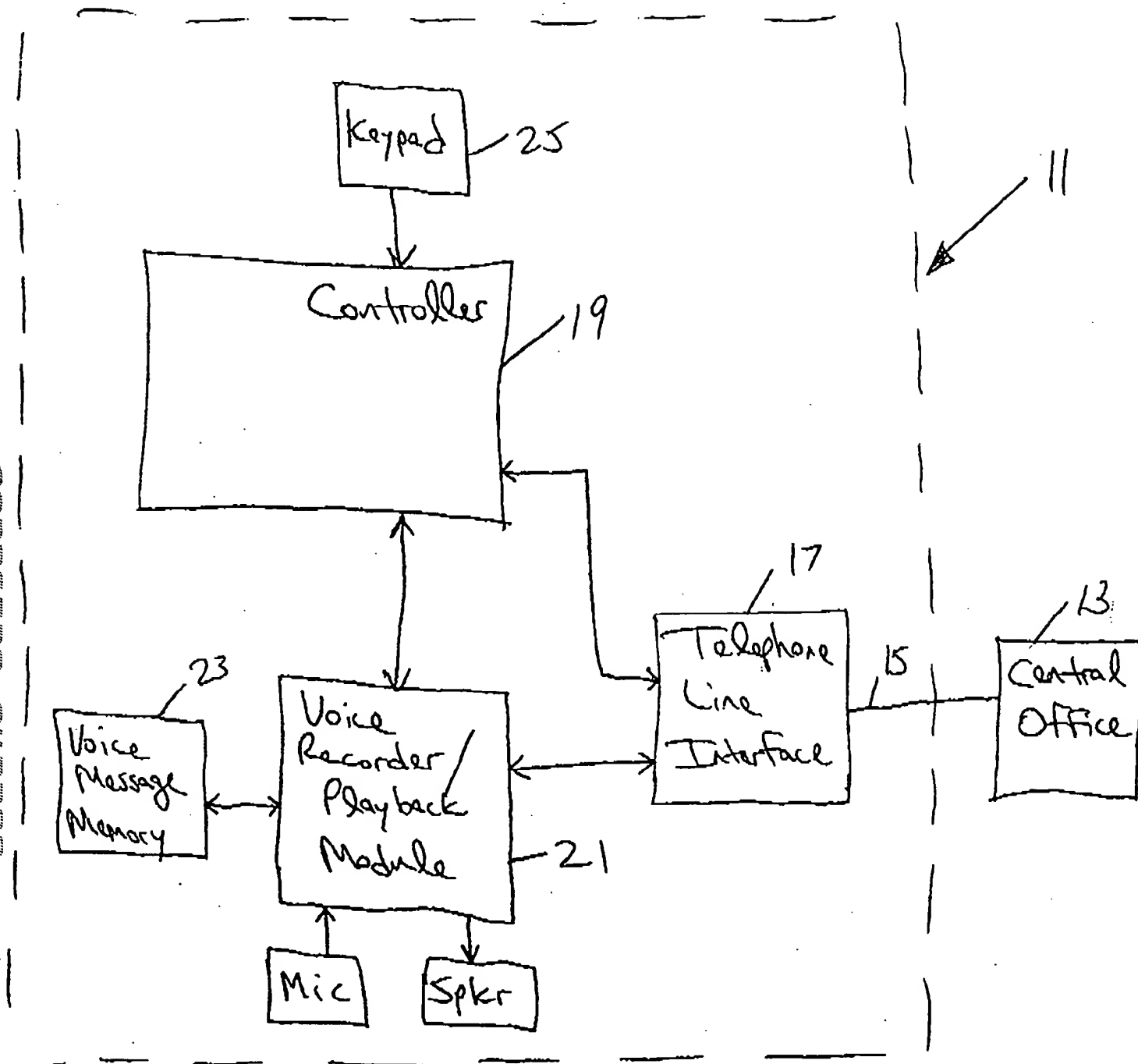


FIG. 4